



DEPARTMENT OF WATER RESOURCES
EXAMINATION ANNOUNCEMENT



The Department of Water Resources offers Equal Opportunity for all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free State workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

BUSINESS SERVICES OFFICER II (SUPERVISOR)
DEPARTMENTAL PROMOTIONAL

FINAL FILING DATE	December 27, 2011
	Application forms (STD 678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason. <u>FAXED OR EMAILED APPLICATIONS WILL NOT BE ACCEPTED.</u>
WHO SHOULD APPLY	Applicants must have a permanent civil service appointment with the Department of Water Resources as of the final filing date, December 27, 2011; or Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.
HOW TO APPLY	Examination Applications (Form STD 678 Rev. 6/2010) may be mailed or submitted in person. <div><div>MAILING ADDRESS: Department of Water Resources P.O. Box 942836 Sacramento, CA 94236-0001</div><div>SUBMIT IN PERSON: Department of Water Resources 1416 9th Street, Room 320 Sacramento, CA 95814</div></div> DO NOT SEND APPLICATIONS TO THE STATE PERSONNEL BOARD OR DEPARTMENT OF WATER RESOURCES' FIELD OFFICES. Applications are available at Department of Water Resources' (DWR) offices, the DWR website: www.water.ca.gov/jobs/currentexams.cfm , local office of the Employment Development Department, the State Personnel Board (SPB), and the SPB website: www.spb.ca.gov/jobs .
IDENTIFICATION REQUIRED	Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Question 2 of the "Application for Examination". You will be contacted to make specific arrangements.
SALARY RANGE	\$4216 - \$5079
ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the Department of Water Resources. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
EXAMINATION DATES	The entire examination will consist of a Qualifications Appraisal Interview. It is anticipated interviews will be held February/March 2012.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	NOTE: All applicants must meet the minimum qualifications for this examination by the final filing date, December 27, 2011. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement. EITHER I One year of experience in the California state service performing the duties of a Business Service Officer I (Specialist) or (Supervisor); Procurement and Services Officer I; Hospital General Services Administrator I; or of a Staff Services Analyst, Range C; in a business service assignment. OR II Experience: Two years of technical experience beyond the Trainee level in one or a combination of the following: <ol style="list-style-type: none">1. Negotiation of commercial, industrial, or office leases for buildings. Or2. Management of industrial or office buildings with responsibility for maintenance, repairs, equipment and service. Or3. Preparation of working plans and technical specifications, and solicitation and awarding of bids for alterations to, construction or purchase of commercial, industrial, or office buildings or major equipment. Or4. Business service contract management and oversight. [Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer I (Specialist or Supervisor).] And Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

POSITION DESCRIPTION	<p>Under direction, incumbents either (1) supervise all of the business service functions of a small- to medium-sized business service office and may personally perform the more difficult and complex technical and analytical work; or (2) in larger offices, supervise one or more business service functions of average difficulty, or may assist with the performance of other difficult and complex work.</p> <p>Incumbents typically supervise seven to twelve staff of which one or more are Business Service Assistant (Specialist) or Business Service Officer I (either Specialist or Supervisor). Other classes supervised may include general clericals, Materials and Stores Supervisors, Property Controllers, Mailing Machine Operators, and Stock Clerks.</p> <p>Position exists in Sacramento with the Department of Water Resources.</p>
EXAMINATION INFORMATION	<p>This examination will consist of a Qualifications Appraisal Interview – Weighted 100.00%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.</p>
SCOPE OF EXAMINATION	<p>Qualifications Appraisal Interview – Weighted 100.00%</p> <p>In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none">1. English grammar and punctuation.2. Financial record keeping.3. Office and automotive equipment and supplies.4. Bases for property values and the legal forms, procedures and requirements necessary in property transactions.5. Building management including office layout, lighting, heating and ventilation.6. Personnel management and supervision.7. The department's Equal Employment Opportunity Program objectives.8. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet equal opportunity objectives.9. Principles and practices of program administration <p>B. Ability to:</p> <ol style="list-style-type: none">1. Communicate effectively.2. Learn rapidly.3. Follow directions.4. Analyze data accurately.5. Reason logically.6. Maintain the confidence and cooperation of those contacted during the course of work.7. Utilize good work habits.8. Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications.9. Utilize office and automotive equipment and supplies effectively and economically.10. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs.11. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements.12. Plan and direct the work of others.13. Successfully negotiate agreements for office space, equipment, supplies and services.14. Analyze situations and problems accurately and take an effective course of action.15. Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs.16. Utilize office and automotive equipment and supplies effectively and economically.17. Effectively contribute to the department's affirmative action objectives.
DISTINGUISHING CHARECTERISTICS	<p>Classes in this series differ from the general Staff Services Analyst and Associate Business Management Analyst classes in that incumbents perform technical business services duties for the majority of time. The incumbents of the Staff Services Analyst and Associate Business Management Analyst classes perform analytical duties for the majority of time.</p>
VETERANS PREFERENCE	<p>Veterans Preference Credit is not granted in a promotional examination.</p>

GENERAL INFORMATION

The Department of Water Resources reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

For any examination without a written feature it is the candidate's responsibility to contact the Selection Services Section of the Department of Water Resources, (916) 653-4838 three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at Department of Water Resources' (DWR) offices, the DWR website: www.water.ca.gov/jobs/currentexams.cfm, local office of the Employment Development Department, the State Personnel Board (SPB), and the SPB website: www.spb.ca.gov/jobs.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. All candidates who pass will be ranked according to their scores.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, qualifications appraisal interviews are scheduled in Sacramento and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate lists in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test, and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. **California Relay Telephone Service** for the Deaf or hearing impaired: From TDD phones: 1-800-735-2929; From Voice phones: 1-800-735-2922.

For information regarding this examination, please contact Brandon Littlejohn at (916) 653-7109.